# Virtual Town Hall
# User Training Basics

To start, always have two things open on your computer. Open up **FirstClass** icon and log-on. Open up your **Town Website** and go to your Department home page. Changes will be made in FirstClass and will appear on your website.

**VTH Online Support Site**: www.virtualtownhall.net;
Click on "Support Site" Button, then log in with your User ID and Password
Many topics with easy-to-follow screen shots and step-by-step instructions.
***Some topics come with Video Clips as well.

## Basic Editing

1. In FirstClass, open the "**Digital Filing Cabinet"** icon, open the **Folder** for your department listed under **Subject.**
2. Find & open the home page for your Department: the file will be called **Index** under the **Name** Heading.
   a. **Address & Phone Tab**: Open tab, then make changes as needed, then save.
   b. **Staff Table Tab:** Open Tab, then make changes as needed, then save.
   c. **Additional Links Tab:**

      **TEXT Field:** Create a description as it will appear on your dept home page.
      **LINK Field:** Three types of links can be placed here:
      1). Link to another website: Post the URL of a web address; should always start **http://www.**
      2). Link to a new **Page or File** you created in your dept. folder. (See below how to create these).
      3). Link to a Page in someone else's folder: Format as: **/Pages/TownST_FolderName/PageName.**

   d. **Bottom Section**: Find the small *arrow* to open up this page. This is a Free-Form area to post content, add photos, import tables and create hyperlinks to other pages. Edit this area like *Microsoft Word.*

**Post Content:**
Once you find the content you want (from a file or from a web site), highlight the content with your mouse, Right Click, and **Copy**. Next, **Paste** the content into the Free-Form. Next, Edit using the toolbar directly above the Free-Form area; you have options to change **Size**, **Color**, **Font**, **Style**, or **Align.**

**Imbed a Link to another website right into your content:**
a). Highlight the text you want to turn into a link,
b). Click on the **Make Link** icon,
c). Type in or Paste the **URL Address** for the link; Save.

**Adding Images or Photos:**
a). From Menu Bar: Select **Insert**, then **Image/File;** Next, find the image in your personal computer
**or** a). **Copy** an image from the website and **Paste** it into the Free-Form section.
b). To align the image, click on it and a **Format Image Toolbar** will open and will provide both sizing and alignment options.

*[Prior to uploading an image from your computer, the image must be appropriately sized and web-formatted using photo- editing software (we recommend Adobe Photoshop Elements); as a rule-of-thumb, your file must be saved in 72 DPI resolution and should be no larger than 300 pixels wide].*

**Inserting Tables**
Option One**:** 1. From the Menu Bar: Select **Insert**, then **Table**; Next, select Columns & Rows, then **OK**.
2. Build your table, then Save.
Option Two: 1. Find the table you want in your personal computer, highlight it, right click and select **Copy**.
2. Within your Free-Form section, Click on **Paste Special**, then **Rich Text Format**

***After your changes, remember to SAVE them in FirstClass, then REFRESH your website to view the results!***

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**Questions? Contact VTH Customer Support**

- ⇒ **Telephone Us**: (978) 461.5895 9 a.m.- 5 p.m.; Mon.- Fri.
- ⇒ **Email Us**: support@virtualtownhall.net
- ⇒ **Instant Message Us:** Instant Message Icon within your FirstClass cabinet

## Emailing News & Announcements

1. In your FirstClass cabinet, open up the **News** Folder.
2. Click on the large "**New**" icon; an email message box will open.
3. **Subject** = Headline of your News or Announcement.
4. Fill in the body of the email with a description of your news. Just like any other Free-Form area, you can add photos, insert tables, and create links to other web pages.
5. Click on the **Send** icon.

## Posting Minutes & Agendas

Since the way people format their original minutes/agendas documents may yield formatting challenges, the following methods are in order of our recommended preferences:

1. **Stationary Method:**
   a. Ask VTH to help you create a template for your minutes & agendas within FirstClass.
   b. Then, create your original Minutes/Agendas documents within this template, not within *WORD.*
   c. On the Subject line, follow our convention to insure all items are listed chronologically:
      **Board of XXXX Minutes (Agenda) XX-XX-XX** (# of month/# of day/# of Yr)
   d. Then, click on the **Send** icon.

2. **Copy & Paste Method:**
   a. Copy your Minutes or Agenda from your original file.
   b. In your FirstClass cabinet, open your **Minutes** or **Agenda** Folder.
   c. Click on the large "**New**:" icon; an email message box will open.
   d. On the Subject line, follow our convention to insure all items are listed chronologically:
      **Board of XXXX Minutes (Agenda) XX-XX-XX** (# of month/# of day/# of Yr)
   e. Within the body of the email, Click on **Paste Special**, then **Rich Text Format**
   f. If formatting issues remain, highlight all body copy, then Right Click "**Reset to Default**"
   g. Edit the document, as necessary to clear up any remaining formatting issues.
   h. Then, click on the **Send** icon.
3. **PDF Method:**
   a. Create a **PDF** of your Minutes or Agenda and save it in your computer.
   b. In your FirstClass cabinet, open your **Minutes** or **Agenda** Folder.
   c. Click on the large "**New**:" icon; an email message box will open.
   d. On the Subject line, follow our convention to insure all items are listed chronologically:
      **Board of XXXX Minutes (Agenda) XX-XX-XX** (# of month/# of day/# of Yr)
   e. Attach the **PDF** file and then click on the **Send** icon.

## Upload New Documents

It is an easy three-step process to upload new documents and photos for visitors to view.

### Step #1: Upload Your Document

1. First, open up the Folder (Department) where you want your document to go.
2. Select **File**, then **Upload**.
3. Find the document on your personal computer, then select **Open**. After transfer is complete, select **Close**.

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**Step 2: Rename Your Document**

1. Highlight the document now in your folder, right click your mouse and select **Properties**.
2. **NAME Field**: create a short name to identify your file – no spaces are allowed – and a suffix is needed to reflect the type of document (xxxx.pdf or xxxx.jpg)
3. **SUBJECT Field**: Use this field to describe the document so you know what it is (spaces are allowed)

**Step 3: Link Your Document So It Can Be Viewed**

1. Open up the **Index** page within your department folder
2. Open up the "Additional Links" tab
3. **TEXT Field**: Create a short description as it will appear on your department home page
4. **LINK Field**: Place the NAME of your document here; remember the suffix (.pdf, .jpg)

## Create New Pages

It is an easy three step process to create new pages for your visitors to view.

**Step 1: Create your Page Using One of the Templates.**

1. First, open up the **Folder** (department) where you want your page to go.
2. Select **File**, then **New**, then **New Document Special**; a listing of templates appears.
3. Select the **template** to use for your new page, then fill in the information you want to post to your website.

**Step 2: Name Your Page** (All templates have two fields near the top that must be filled in)

1. **LINK NAME** Field: create a short name to identify your page – no spaces area allowed – NO SUFFIX
2. **SUBJECT/TITLE** Field: This field identifies the subject of your page and it appears as its Title.

**Step 3: Link Your Document So It Can Be Viewed**

1. Open up the **Index** page within your department folder
2. Open up the "Additional Links" tab
3. **TEXT Field**: Create a short description as it will appear on your department home page
4. **LINK Field**: Place the NAME of your page here; remember NO Suffix is needed.

## How to Select the Right Template for Your Page

Here are some helpful suggestions:

1. Call our Customer Support Line & explain what you are trying to do: **(978) 461-5895**
2. View template examples on the VTH Support Site: www.virtualtownhall.net, click on **Support** button
3. View actual pages within your Digital Filing Cabinet to see which templates were used for each.

Most Common Templates:

1. **Free Form Document**: Blank space for posting text - instructions, announcements, general info.
2. **Two Column Links**: Create listings (ie. Useful Websites) with imbedded links to other sites
3. **Four Column Links**: Create tables (4 columns) with imbedded links to other info, as needed.

## Post Events to Calendars

1. Open up the **Folder** that corresponds to a particular calendar.
2. Click on the large **"New"** icon to open up a Calendar Event screen.
3. Fill in the fields
4. Optional: Fill in the bottom **Free-Form** section to describe your event, post an agenda, etc.
5. Click on **"Save & Close"** icon.